

POSITION DESCRIPTION

Class Title: Outreach Coordinator
Department: Senior Services
Date: January 2, 2016

30 Hours per week: \$19.47 hr.
Union: Yes
Location: Senior Center

SOCIAL SERVICE ADVOCATE – OUTREACH COORDINATOR POSITION

30 hrs a wk. \$19.47 /hour, town funded position.

Provide resources, referral and assistance to elders dealing with issues of aging, health insurance, home assessments, home care, caregiver support and housing. Mandatory knowledge of: public benefits, SHINE, SNAP and fuel assistance. Home assessments and confidential case management experience required. A BA/BS in social services preferred, above average computer skills required. Mail resume, letter of interest and letter of recommendation to: Senior Center Director 43 Lafayette Rd, Salisbury MA 01952 or email epettis@salisburyma.gov

SUPERVISION RECEIVED Works under the general supervision of the C.O.A. Director.

SUPERVISION EXERCISED Works with and trains volunteers

DUTIES AND RESPONSIBILITIES

- ◆ Make home visits, assists seniors in defining their needs, facilitates access to services, makes appropriate referrals and provides assistance to clients.
- ◆ Conducts assessment of clients; reviews and determines case management plan; coordinates and implements delivery of services.
- ◆ Assist friends or relatives of elders to assess and develop appropriate action plan.
- ◆ Act as liaison among providers to ensure delivery of necessary services. Respond to crisis; coordinates with local agencies and safety departments to modify or alleviate crises; involve appropriate persons to respond to situation. Immediately notifies COA Director, coordinate with Protective Services network.
- ◆ Assists clients in accessing and completing required applications for local, State and Federal services and programs.
- ◆ Manages the Friendly Visitor and Telephone Reassurance Programs.
- ◆ Direct and assist walk in clients.
- ◆ Maintain follow-up program to track client progress.
- ◆ Maintain database of residents who may require special assistance during times of need; loss of power, weather related emergencies, and health and/or medical emergencies.
- ◆ Maintains client files and records in a confidential manner.
- ◆ Coordinates within the local municipal offices to augment and complete client's case management.
- ◆ Assists in the development and scheduling of programs that will benefit the elder population and the community.
- ◆ Actively seeks new clients. Solicits and accepts referrals from private individuals, social service agencies, religious and community organizations and the police.
- ◆ Attend regularly scheduled Outreach meetings at Elder Services of the Merrimack Valley, Inc. and works in collaboration with Elder Services.
- ◆ May be asked to provide administrative assistance at the main office as needed.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- ◆ Graduation from a two year or four-year college or university with a degree in social work or a closely related field; Massachusetts Licensed Social Worker
- ◆ Two year's experience in Human Service Program; or
- ◆ An equivalent combination of education and experience.

Necessary Knowledge, Skills and Abilities:

- ◆ Considerable knowledge of elder service programs and delivery systems;
- ◆ Considerable knowledge of local, State and Federal laws and regulations governing Council on Aging Programs;
- ◆ Ability to manage crises and sensitive issues.
- ◆ Ability to work and communicate with people and maintain confidentiality.
- ◆ Ability to assess, and make decisions regarding the welfare and safety of clients and their families.
- ◆ Strong computer skills utilizing MS Office
- ◆ Demonstrated oral communication, interpersonal and organizational skills;
- ◆ The ability to do accurate and detailed work
- ◆ Ability to work independently, exercise sound judgment and make decisions
- ◆ Ability to manage multiple tasks and to prioritize
- ◆ Ability to deal tactfully and effectively with elders while maintaining a cheerful and friendly attitude.
- ◆ Maintain integrity and discretion in regards to safeguarding confidential data handled or obtained in the normal performance of assigned duties.
- ◆ C.O.R.I. (Criminal Offender Record Information) check required.

PERIPHERAL DUTIES

Serve as a member of various employee committees, as assigned.
Attends seminars and workshops related to elder/human services.
Public speaking presentations.

SPECIAL REQUIREMENTS

Valid Massachusetts State Driver's License

TOOLS AND EQUIPMENT USED

Personal computer, fax, cell phone, calculator; copy machine; telephone, automobile.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to walk, sit and talk and hear. Employees are frequently required to assist clients as they walk or sit.

The employee must occasionally lift and /or move 25 pounds. Specific vision abilities required by this job include close vision, and the ability to adjust focus.

Employees are occasionally exposed to exceptionally dirty and odoriferous environments.